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AMENDMENTS TO THE CLAIMS

Please replace the claims, including all prior versions, with the listing of claims below.

1.   (Currently Amended) A method for operating a communication network ~~(KN)~~ in which a call center ~~(CC)~~ transmits data to a communication subscriber ~~(TlnA)~~, the call center ~~comprising~~including organization units ~~(OE1,...,OEk,...,OEm)~~ which are arranged with a topological distribution in the communication network and are connected to switching nodes ~~(VK),~~ ~~having the following steps~~, comprising:

~~•~~ determining an available first organization unit ~~(OE1)~~ which is locally closest to the communication subscriber ~~(TlnA) is ascertained.~~;

~~•~~ setting up a first communication channel ~~(KK1) is set up~~ between the first and a second organization unit ~~(OEm)~~ which ~~contains~~includes the data to be transmitted in a memory ~~(DSm)~~;

~~•~~ transmitting the data ~~are transmitted~~ from the second organization unit ~~(OEm)~~ to the first organization unit ~~(OE1).~~;

~~•~~ setting up a second communication channel ~~(KK2) is set up~~ between the first organization unit ~~(OE1)~~ and the communication subscriber ~~(TlnA).~~; and

~~•~~ transmitting the data ~~are transmitted~~ from the first organization unit ~~(OE1)~~ to the communication subscriber ~~(TlnA)~~.

2.   (Currently Amended) The method as claimed in claim 1, ~~characterized in that~~wherein the communication network comprises the integrated services digital communication network ISDN, and the data are transmitted between the second organization unit ~~(OEm)~~ and the first organization unit ~~(OE1)~~ via the central signaling channel.

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3.   (Currently Amended) The method as claimed in claim 2, ~~characterized in that~~wherein the signaling system Common Channel Signaling No 7 is used in the signaling channel.

4.   (Currently Amended) The method as claimed in claim 3, ~~characterized in that~~wherein ascertaining the first organization unit ~~(OE1)~~ involves the use of the identification number of the signaling system Common Channel Signaling No 7.

5.   (Currently Amended) The method as claimed in ~~at least one of the preceding claims, characterized in that~~claim 3, wherein ascertaining the first organization unit ~~(OE1)~~involves the use of the subscriber number of the communication subscriber ~~(TlnA)~~.

6.   (Currently Amended) The method as claimed in claim ~~4 or 5, characterized in that~~4, wherein ascertaining the first organization unit ~~(OE1)~~involves the use of a routing table which ~~contains~~includes entries about the availability of the organization units ~~(OE1,...,OEk,...,OEm)~~.

7.   (Currently Amended) The method as claimed in ~~one of the preceding claims, characterized in that~~claim 1, wherein setup of the connection between the second organization unit ~~(OEm)~~and the first organization unit ~~(OE1)~~is followed by the second organization unit ~~(OEm)~~transmitting a request to engage a call center agent in the first organization unit ~~(OE1)~~.

8.   (Currently Amended) The method as claimed in claim 7, ~~characterized in that~~wherein the transmission of the request comprises a transaction number which authorizes an agent in an organization unit ~~(OE1,...,OEk,...,OEm)~~ to access data associated with a subscriber.

9.   (Currently Amended) The method as claimed in ~~either of claims 7 or 8, characterized in that~~claim 7, wherein if an agent is not available in the first organization unit ~~(OE1)~~the request is put into a queuing loop and, when a prescribable time interval has elapsed, is forwarded to an available organization unit ~~(OEk)~~ which is closest to the first organization unit.

10.   (Currently Amended) The method as claimed in ~~at least one of the preceding claims,~~ ~~characterized in that~~claim 1, wherein the data in the first organization unit ~~(OE1)~~ are buffer-stored in a memory~~(DS1)~~.

11.   (Currently Amended) A~~T~~e method ~~for operating a~~as claimed in claim 1, wherein the call center ~~which~~ interacts with a communication network ~~operated in accordance with one of the~~ ~~preceding claims.~~.

12.   (New) The method as claimed in claim 5, wherein ascertaining the first organization unit involves the use of a routing table which includes entries about the availability of the organization units.